

Meeting Summary from the Patient Engagement Workgroup
March 16, 2010

List of Attendees:

Name	Organization
Nileen Verbeten	
Jim Mandas	Healthcare Partners
Barb Filkins	Independent Consultant
Teresa Stevenson	CalOptima
Patricia Duffy	Regional Health Occupations Resource Center
Atul Salgaonkar	PreviMed, Inc.
Staff	
Julie Murchinson	Manatt Health Solutions
Amanda Goltz	Manatt Health Solutions
Larry Stofko	Workgroup Tri-Chair
Mike Kirkwood	Workgroup Tri-Chair
Albert Chan	Workgroup Tri-Chair

Action Items:

- Please review Operational plan and post public comments, due end of day 3/22.
 - Link to access Operational Plan and comment:
<http://www.ehealth.ca.gov/PublicComment/tabid/103/Default.aspx>
 - If you experience technical problems, please contact Amanda Goltz at agoltz@manatt.com.
- Review User Stories at <http://nhindirect.org/User+Stories> – use as sounding board for Use Cases for patient engagement with CA HIE services
 - Those interested in contributing to the NHIN Direct work should contact Mike Kirkwood.

Meeting Summary:

1. Larry Stofko recapped the HIE Operational Plan Summit on March 11 in Santa Ana

- Excellent attendance, with almost 200 people attending in person and 130 individual phone lines calling in (more than one person might call in per phone line)
- Breakout session included a mix of workgroup members and new/interested attendees
- Discussion centered around conceptualization of patient engagement as a triangle with innovation at the top, education and marketing in the middle, and privacy and security and meaningful use as the foundation.
 - Suggestion made to reverse marketing and education such that we are making the patient the center of the HIE services and not as a target audience for marketing materials.

- Next step is to work to integrate that new conceptualization into the Operational Plan.
- Patient Engagement workgroup focuses on patient-centered care services, including HIE services, so need multiple innovative ways to center around the patient. The workgroup could consider commenting on the Operational Plan that technical services should consider specific functionalities:
 - Consent registry
 - Coordination of educational outreach with the Vulnerable and Underserved outreach efforts
 - A “credit report” of who has accessed a patient’s health data
- Takeaways and next steps were to continue modifying and refining the Operational Plan in the Operations Team and to think about threading the idea of patient engagement throughout the document such that other workgroup’s sections speak to patients as well.

2. Mike Kirkwood describes some ideas for making HIE services more patient-centric.

- Patient Engagement work group – three levels:
 - Needs to be secure, needs to earn trust of patient, needs to meet meaningful use
 - Marketing and education directly to patients/consumers, patient interactions with HIE – engaging the patients
 - Greater level of innovation
- Workgroup need to consider how does CA services will integrate with federal information systems, including NHIN and NHIN Direct.
- For more information on NHIN, please go to: www.nhindirect.org
 - User Stories at <http://nhindirect.org/User+Stories> – use this as sounding board for Use Cases
- Patient Engagement workgroup expands so many perspectives of patients’ needs from health exchange, and developing use cases is a way to influence state and federal thinking about how patients can be the center of HIE.

3. Next Steps

- Workgroup transition
 - Workgroups will continue to meet through end of March
 - Will go on “hiatus” for April while Cal eConnect comes up to speed and decides how to manage workgroups as they continue on into implementation phase.
- Reminder to review Operational Plan, out for public comment.
 - Comment period ends Monday, March 22 at end of day.
 - Link to access Operational Plan and comment: <http://www.ehealth.ca.gov/PublicComment/tabid/103/Default.aspx>